

# SOCIAL MEDIA POLICY

## D & P COMMUNICATIONS



The purpose of D & P Communications social media accounts is to present matters of interest for our customers and the public at large. We encourage you to submit your questions, comments and posts to any authorized, official D & P Communications social media account, however please note that they are both monitored and/or moderated for appropriateness according to guidelines established based on industry-wide best practices and liability concerns.

Do not submit unsolicited proposals or other business ideas or inquiries through this media; these sites are not to be used for contracting or commercial business.

Do not submit any claim, demand, informal or formal complaint, or any other form of legal and/or administrative notice or process.

**Comments** We expect conversations to follow the rules of polite discourse and we ask that participants treat each other, as well as our employees, with respect. For the benefit of robust discussion, we ask that comments remain "on-topic." This means that comments posted must relate to the topic that is being discussed and/or congruent with the nature of the social media website and its nature of business or service.

We will not allow comments that include:

- profanity and vulgar or abusive language
- personal attacks of any kind
- threats of physical or bodily harm
- advocating an illegal activity
- sensitive information (for example, information that could compromise public safety)
- offensive comments containing terms that target or disparage any ethnic, racial, religious or other groups
- off-topic comments
- questions from the media
- infringement or violation of existing copyrights or trademarks
- spam, or commercial or non-commercial promotion of a business, service or political organization or individual
- identical posts by the same user (please don't submit over and over expecting the post to show up faster), multiple users (a group of people sending identical messages, or one person submitting under different aliases); in the case of identical posts, we will post the first submission

If comments containing any of the above-listed restricted content are posted, D & P Communications reserves the right to delete submissions that violate any of the above-stated restrictions.

Please note that the comments expressed by the public on any D & P Communications social media account do not reflect the opinions and position of D & P Communications or its employees.

**Privacy and Security** To protect your own privacy and the privacy of others, please do not include personally-identifiable information, such as Social Security numbers, phone numbers or e-mail

addresses in the body of your comment or post. If you do voluntarily include personally-identifiable information in your comment or post, your comment may or may not be removed. If your comment is posted, D & P Communications holds no liability in the release of this information. D & P Communications will make its best effort to remove any posts that contain personally-identifiable information posted by you or other members of the community.

**Following or Membership** Being followed by D & P Communications does not imply endorsement of any kind. If you follow D & P Communications social media accounts, we may or may not follow you back or join your group or network.

**Advertising** D & P Communications does not accept advertising on its social media accounts, nor does it allow the promotion or endorsement of any business or other entity. Any advertising found on a D & P Communications social media account is controlled by the owner of that post and not D & P Communications. D & P Communications does not control what advertising appears on these pages as it is operating on a third-party website not owned or operated wholly by D & P Communications.

**Availability** All D & P social media accounts are managed by staff or sanctioned agents of D & P Communications during regular business hours Monday through Friday, 9:00 AM to 5:00 PM. Comments or questions submitted after hours or on weekends may be read by staff members or its authorized agents the next business day. Comments or questions are answered in the order they are received, based on social media staff availability, with no guarantee of response time. Social media websites may occasionally be unavailable, and we accept no responsibility for lack of communication due to social media account downtime.